

Rio Salado College

Program Review: Computer Technology Academic Year: 2011-12 Executive Summary

Program Review at Rio Salado College

Rio Salado College is a graduate of the Higher Learning Commission's Academy for the Assessment of Student Learning. The College joined the Assessment Academy in 2007 with the primary goal to develop and implement a more formal program review process. Over the five years of participation in the Academy, the College developed, piloted, and improved upon its Program Review process relentlessly. Program Review at Rio Salado College is a systematic and comprehensive process, which is both sustainable and formal.

Rio Salado College defines a program as *a set of college-level courses resulting in a certificate or degree*, and includes both occupational and academic programs. The types of certificates and degrees reviewed include an Associate in Applied Science, an Associate in Arts, and a Certificate of Completion. The College also includes its General Education program in its Program Review cycle.

Rio Salado's Program Review process contains a multi-level view of the program, which includes a comprehensive assessment of the College-level, program-level and course-level student learning outcomes. Data on the outcomes of both curricular and co-curricular services, such as the Library, Advising, Financial Aid, the Helpdesks, etc. are included in each program review. In addition, every Program Review contains the same foundational components, i.e. program goals, learning outcomes, and program resources, which are addressed by utilizing a 36 foundational questions template and the data sets. Once the review is complete and final report is written, members of the College's Learning Assessment Team examine the Program Review and provide feedback on best practices and areas of improvement.

Computer Technology Program

3 Year Review: 2008-09, 2009-10, 2010-11

Rio Salado College's Computer Technology Program includes an Associate in Applied Science in Computer Technology and the following Certificate of Completions: Computer Usage and Applications; Advanced Computer Usage and Applications; Digital Design; Networking; Design and System Support; Programming; and Web Design: User Interface. This program review is for fiscal years, 2008-09, 2009-10, and 2010-11 and was conducted during spring 2012.

The Associate in Applied Science (AAS) in Computer Technology program is designed to provide information and training on the use, application and technological developments of computers in a changing electronic environment. The AAS degree requirements include a Level I Certificate of Completion (CCL) in Computer Usage and Applications and one of five Level II Certificates of Completion (see course listings that follow), in addition to General Education courses.




Associate in Applied Science in Computer Technology

Required Courses	34
Certificate Title	Credits
Certificate of Completion in Advanced Computer Usage and Applications OR	34
Certificate of Completion in Digital Design OR	34
Certificate of Completion in Networking: Design and System Support OR	34
Certificate of Completion in Programming OR	34
Certificate of Completion in Web Design: User Interface OR	34

Restricted Electives

Restricted Electives		5
Students must choose 5 credits of restricted electives from the list below.		
Course #	Course Title	Credits
BPCxxx	Any BPC Business-Personal Computers Course (0.5-4) OR	0.5-4
CCTxxx	Any CCT Corporate Computer Technology Course (1-4) OR	1-4
CISxxx	Any CIS Computer Information Systems Course (1-4) OR	1-4
OASxxx	Any OAS Office Automation Systems Course (1-4)	1-4

General Education Requirements

General Education Requirements		22-25
General Education Core		12-15
Course #	Course Title	Credits
First-Year Composition		
ENG101 * ENG102 *	First-Year Composition  ENG1101 (3) AND First-Year Composition  ENG1102 (3)	6
Oral Communication		
COM100	Introduction to Human Communication  COM1100	3
Critical Reading		
CRE101 * CRE111 *	College Critical Reading (3) OR Critical Reading for Business and Industry (3) OR Equivalent as indicated by assessment	0-3
Mathematics		
MAT102 *	Mathematical Concepts/Applications (3) OR Satisfactory completion of a higher level mathematics course.	3
General Education Distribution		10
Humanities and Fine Arts Any approved general education course in the Humanities and Fine Arts area.		3
Social and Behavioral Sciences Any approved general education course in the Social and Behavioral Sciences area.		3
Natural Sciences Any approved general education course in the Natural Sciences area.		4
<i>Click any of the above course #'s for detailed information and register for it today! **</i>		

Purpose and Mission of the Computer Technology Program

The Computer Technology Program at Rio Salado College is designed to provide students with knowledge and skills required for employment in the field of computer information systems. The program provides information and training on the use, application, and technological developments of computers in a rapidly changing environment.

All required courses are delivered on-line in order to offer students easy access; all courses offer an “8 week calendar” option, which can be selected during the first seven days of the course, to offer students flexibility as they build their block calendar each semester.

The courses offer students workforce skill in various software applications which leads to employment; the courses can also offer lifetime learning to students who are not seeking job skills.

Program Decisions and Action Plans

Program-level data in the following categories met the target and can be considered Quality Assurance:

- Student Evaluations of Instructors
- Faculty Peer Evaluations
- Course Retention
- College-level student learning outcomes (Writing and Critical Thinking)

Student Goal Attainment did not meet the target of 80%; however, the response rate was very low (6.96%). For this reason, another survey must be sent to collect more data.

A specific target has not been established for degree and certificate completers. The Computer Technology Program will be included in the action plans generated by the college-wide Completion Agenda, which is when a target can be set.

Adjustment of the targets does not appear warranted at this time.

Program's Best Practices

The Computer Technology program is a viable program for Rio Salado College and utilizes a number of best practices that other programs could replicate. One of the best practices is the pre-test and post-test students complete in CIS105. The course is required to complete the Certificate of Completion in Computer Usage and Applications, the level one certificate. All CIS105 students complete the pre-test and post-test which can be used to measure student learning early in the program. The pre- and post-tests are now a required and sequenced assessment in the course.

Another best practice is the structure of the program. The five Certificates of Completion are stackable and lead to the AAS degree in Computer Technology. Students complete in a sequence, earning a level one and then a level two certificate, which provides them with accomplishments on their way to obtaining an AAS degree.

Lastly, retention practices of the program are to be commended and cited as a best practice. Adjunct faculty members are involved in both course retention and program completion efforts through a variety of ways, including sharing best practices at department meetings and posting announcements in their individual courses about the certificate and degree programs as well as sequenced courses.

Areas for Improvement

In an effort to reduce academic misconduct, an area for improvement is to research the feasibility of creating banks of subjective projects to be used in the courses.

Results from a student survey of computer program students indicated “Student Goal Attainment” did not meet the target of 80%. As indicated in the report, the student response rate was extremely low, with only 6.96% of students responding. Additional surveys must be conducted in order to collect more data.

Future Reports/Reviews

A Spotlight Report will be conducted on the new Certificate of Completion in Digital Design in fall 2015. Since the CCL was not available until spring 2011, data regarding completion was not available.

Due to Maricopa Priorities, the next formal program review for Computer Technology will be conducted during the 2018-19 fiscal year.